Health Rate Review Web Portal

Version 2.0 – Enhancements

3/9/2012 – Original

4/27/2012 – Revised

Assumed Business

Out of State Associations

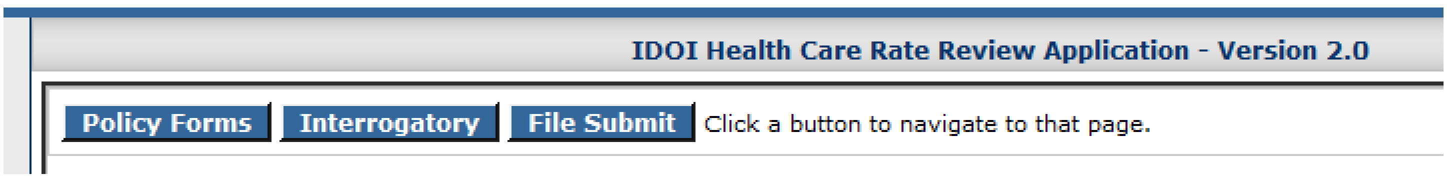
Version 2.0 - Enhancements

We have implemented a number of enhancements based on our observations and user feedback. Improved page navigation allows the user to move between pages and sections easier. Experience year data will now auto-fill the applicable interrogatory sections, and company forms will be selected from a search instead of keying them in. Numerous validations throughout the application have been implemented which translates to more accurate data.

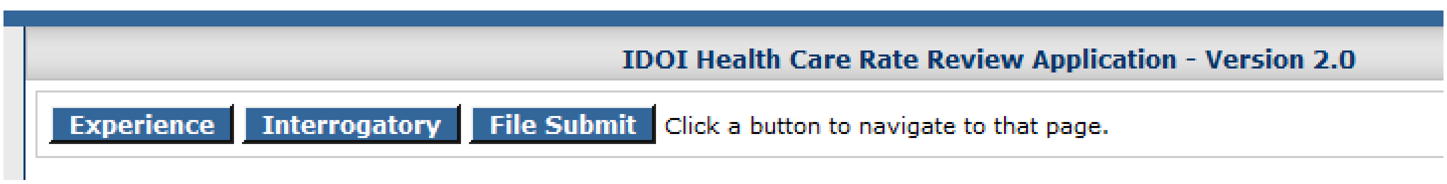
The following section will detail the changes we have implemented.

Page Navigation

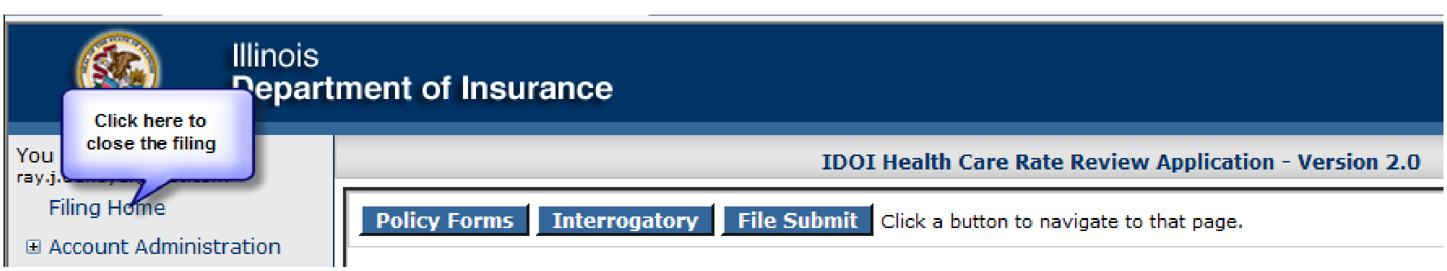
The previous version used next and previous buttons to move from one page to another. This has been changed to a menu system. When a filing is opened from the filing list **the first page is the Experience page**. The menu at the top has buttons for the other pages.



You may select any page to work on. If you select Policy Forms then the menu will list the other pages. The page that you are on will not be shown in the menu.

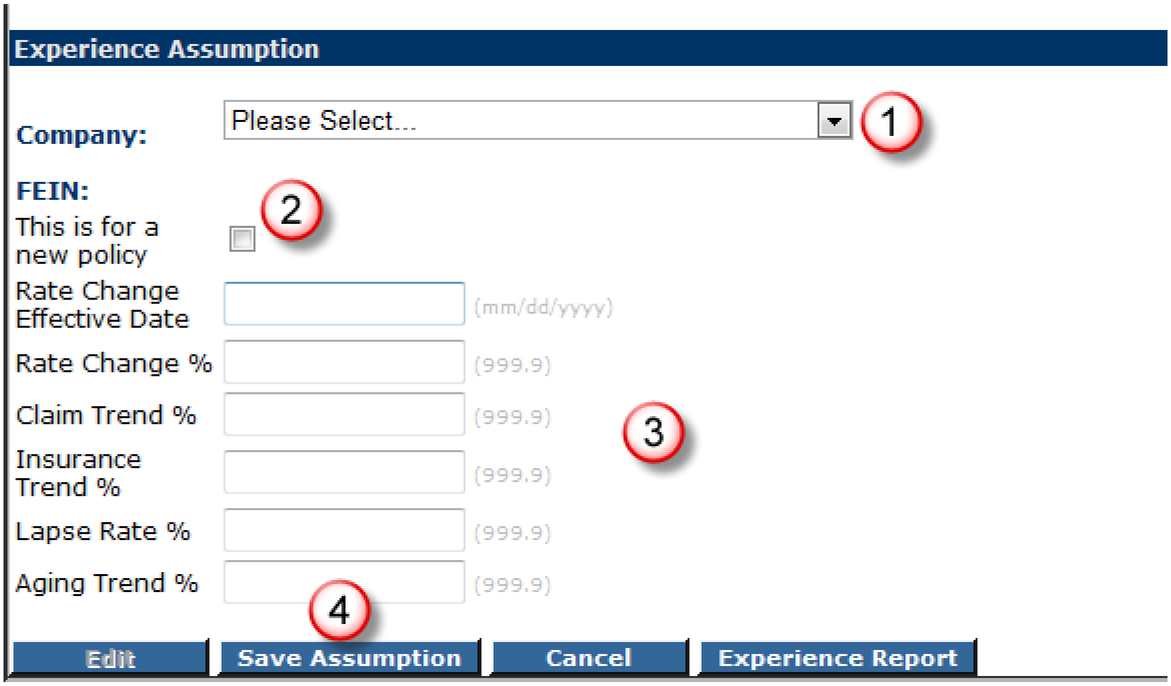


To leave the filing and go back to the filing list you need to click on the “Filing Home” link to the left as shown below.



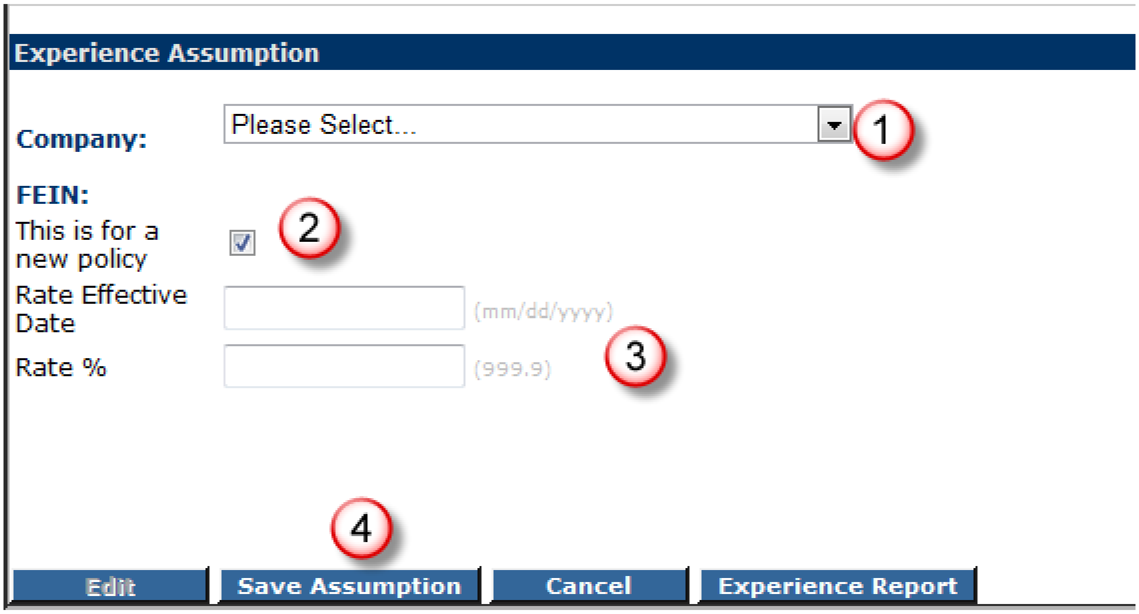
Experience Assumption

The experience assumption is the only section that must be completed before you can continue to another section. A filing can be for an existing policy or a new one. We have changed the required fields when it is a new policy. The figures below will explain the details.



This is for an existing policy.

1. Here you select the company and it will fill in the FEIN.
2. Since this is for an existing policy the checkbox is not checked.
3. The six fields are required before you can save.
4. Clicking the “Save Assumption” button will create the filing and allow you to move to the other pages.

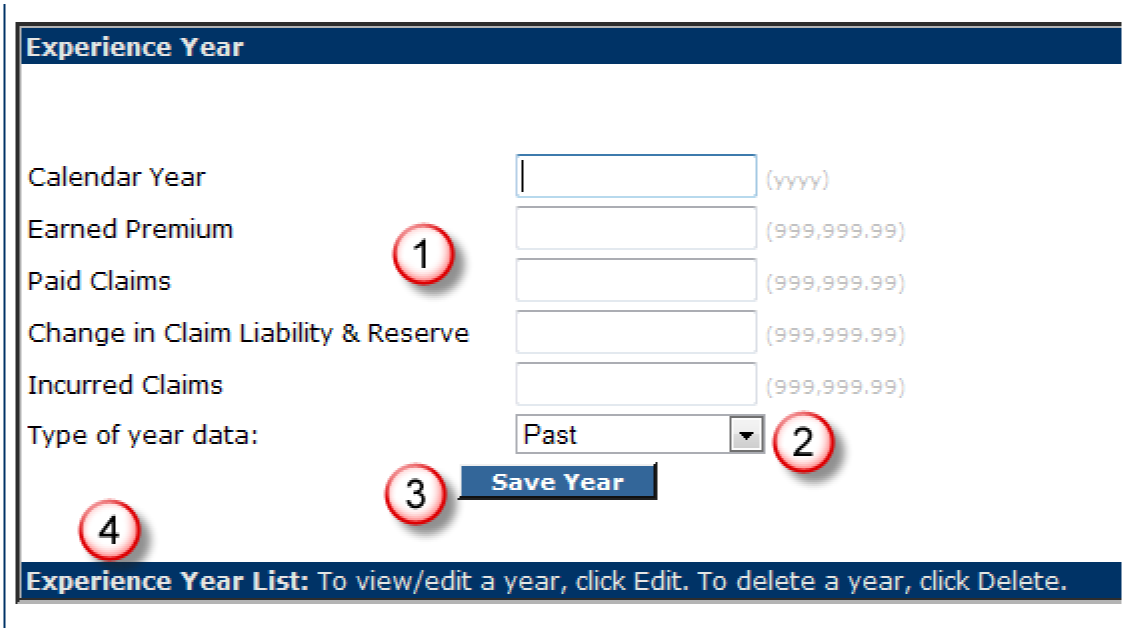


This is for a new policy.

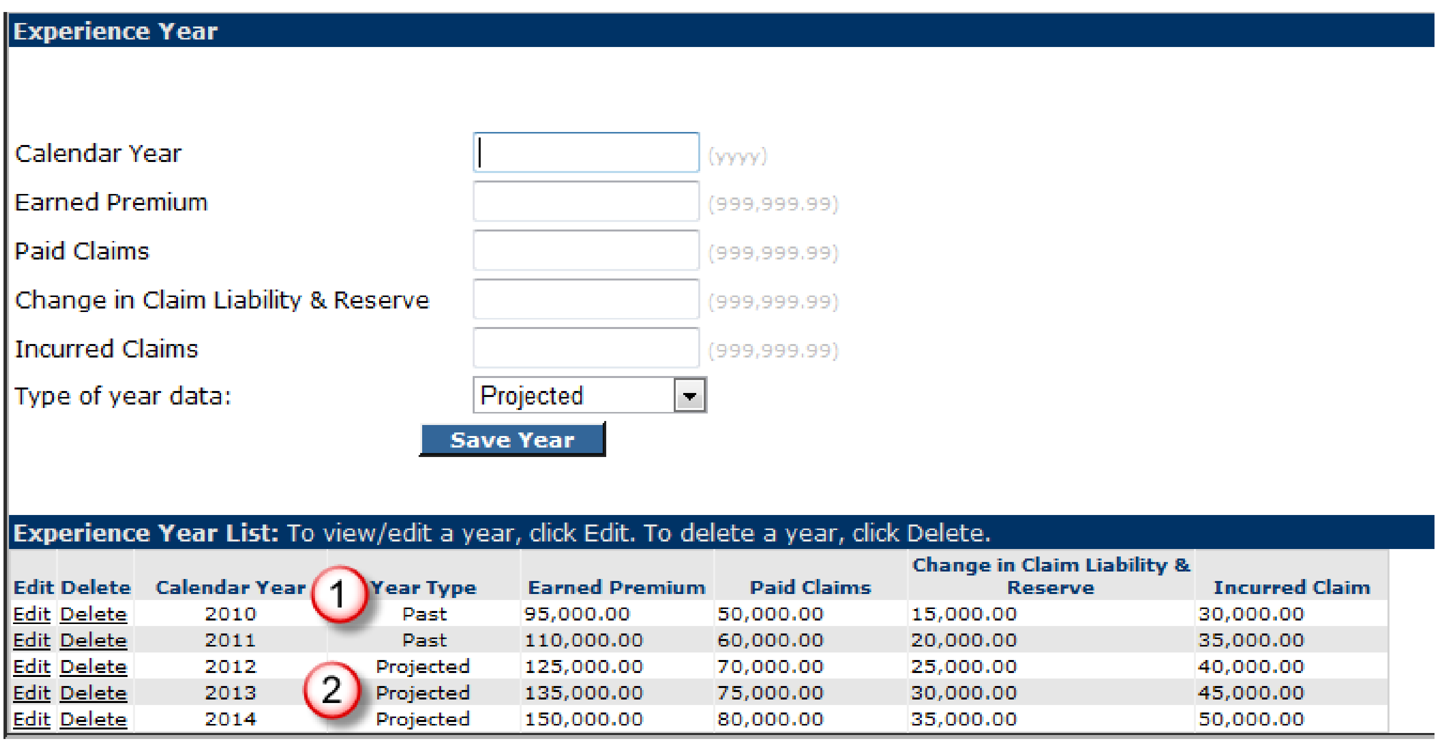
1. Here you select the company and it will fill in the FEIN.
2. Since this is for a new policy the checkbox is checked.
3. There are only two fields required before you can save.
4. Clicking the “Save Assumption” button will create the filing and allow you to move to the other pages.

Experience Year and the Interrogatory

When you enter the experience year data you will designate if the year is “past” or “projected”. Three years of projected data is required. By identifying the type of data for each year we can auto fill the two sections in the interrogatory.



1. These five fields are required.
2. Select from the drop down either Past or Projected.
3. Click the “Save Year” button.
4. The saved year(s) will appear here in a grid.



Edit	Delete	Calendar Year	Year Type	Earned Premium	Paid Claims	Change in Claim Liability & Reserve	Incurred Claim
Edit	Delete	2010	Past	95,000.00	50,000.00	15,000.00	30,000.00
Edit	Delete	2011	Past	110,000.00	60,000.00	20,000.00	35,000.00
Edit	Delete	2012	Projected	125,000.00	70,000.00	25,000.00	40,000.00
Edit	Delete	2013	Projected	135,000.00	75,000.00	30,000.00	45,000.00
Edit	Delete	2014	Projected	150,000.00	80,000.00	35,000.00	50,000.00

1. The year type column show that these rows show “Past” data.
2. Here it is “Projected” data; you must have at least three years of projected data.

Past Experience on the Form (read-only generated from Experience Year List):

This section shall display the actual experience on the form and shall include: a. Past Experience: Experience from inception (or the last 3 years for annually rated group coverages) shall be displayed, although, with proper interest adjustment, the experience for calendar years more than 10 years in the past may be combined. Excluding annually rated group policy forms, earned premiums, actual incurred and expected claims experience shall also be displayed, for each policy year or issue year, within the calendar year. The following information shall be displayed : (I) Year, (II) Earned premium, (III) Paid claims, for past periods only (IV) Change in claim liability and reserve, for past periods only. These reserves shall be updated to reflect actual claim runoff as it develops. (V) Incurred claims (=(III)+(IV)), (VI) Incurred loss ratio (=(V)/(II)), (VII) Expected loss ratio, (VIII) Expected incurred claims, (IX) Actual-to-expected claims (=(V)/(VIII) or equivalently (=(VI)/(VII)),

Year	Earned Premium	Paid Claim	Change in Claim	Incurred Claim	Loss Ratio
2010	95000.00	50000.00	15000.00	30000.00	31.6
2011	110000.00	60000.00	20000.00	35000.00	31.8

Projected Experience on the Form (read-only generated from Experience Year List):

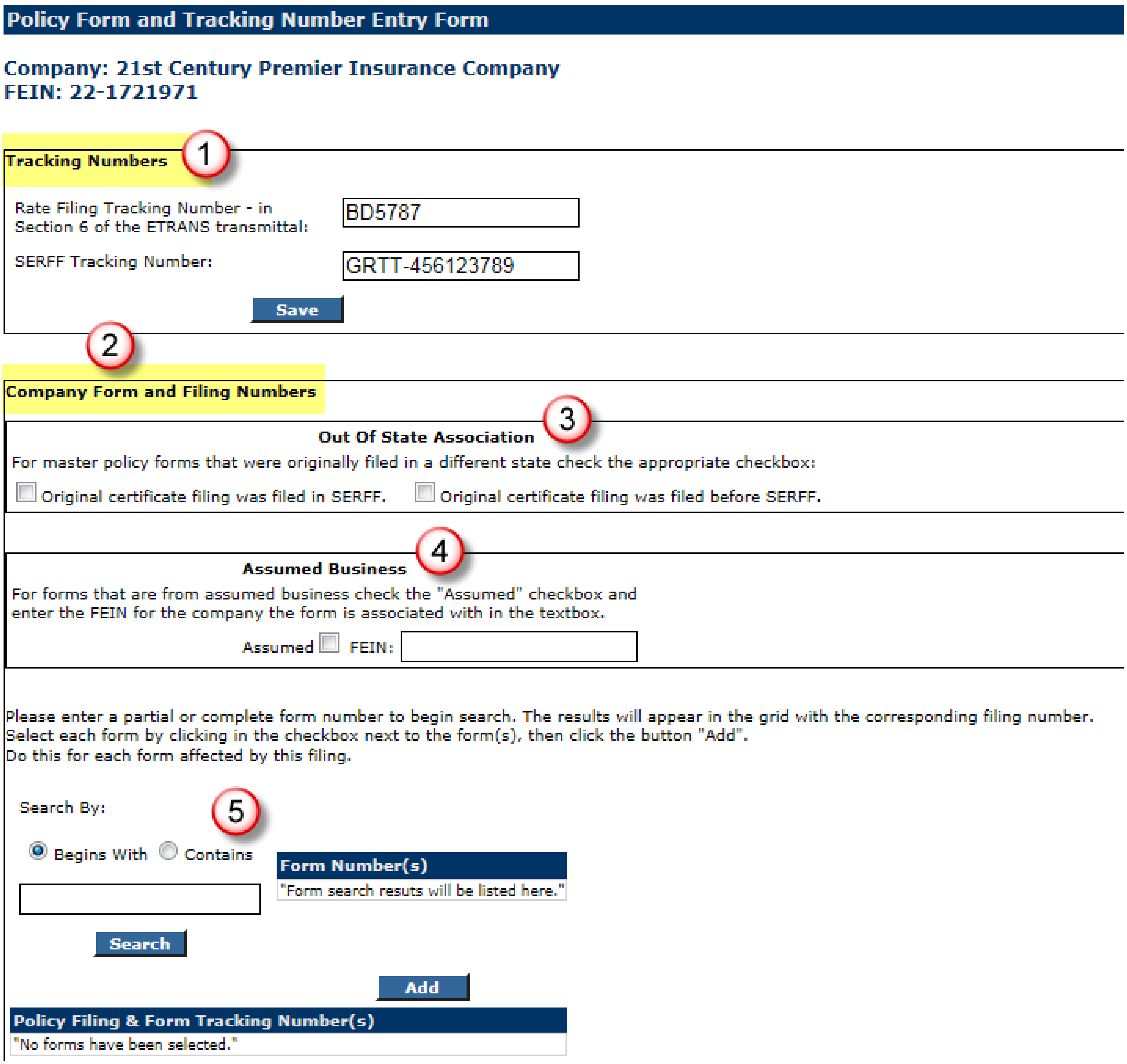
b. Future periods where the projected values are based on in-force experience: (I) The experience period (or at least the first 3 projected years for annually rated group coverages) used as the basis for determining projected values shall be clearly indicated. (II) An exhibit showing the development of the expected claims and A/E ratio for the experience period shall be provided. (III)The projected values shall represent the experience that the actuary fully expects to occur. In order for the proposed premium schedule or rate change to be reasonable, the underlying experience used as the basis of a projection must be reflective of the experience anticipated over the rating period. (IV) Projection years shall include columns I, II, V, VI, VII, VIII and IX as indicated in sub-subparagraph 23.a. above. (V) Projections shall be based on existing in-force business with no new sales assumed during the projection period. (VIII)A summary of the historical and projected data shall be provided for all experience columns providing the accumulated past values, future values, and lifetime values both with and without interest and with and without the proposed rate change. c. Projections for new forms or otherwise not based on experience shall: (I) Project an initial assumed cohort of new business with no new sales assumed during the projection period; and (II) Shall display columns for each policy year, anticipated premiums, claims and loss ratios and include the lifetime values both with and without interest. d. The experience exhibit shall be submitted electronically in an active Excel worksheet or workbook, i.e., not converted to a PDF or other image format. Formulas used to develop other values in the worksheet or workbook shall be included.

Year	Earned Premium	Paid Claim	Change in Claim	Incurred Claim	Loss Ratio
2012	125000.00	70000.00	25000.00	40000.00	32.0
2013	135000.00	75000.00	30000.00	45000.00	33.3
2014	150000.00	80000.00	35000.00	50000.00	33.3

1. The “Past Experience…” section has the past years automatically inserted and saved.
2. The “Projected Experience…” section has the projected years automatically inserted and saved.

Tracking Numbers, Company Form and Filing Numbers

The main enhancement regarding Company Form numbers is that you will no longer type them in along with a filing number and then associate the two. You will search for the company form number and then select them from a list.


Policy Form and Tracking Number Entry Form

Company: 21st Century Premier Insurance Company
FEIN: 22-1721971

Tracking Numbers 1

Rate Filing Tracking Number - in Section 6 of the ETRANS transmittal: BD5787

SERFF Tracking Number: GRTT-456123789

Save

2

Company Form and Filing Numbers

Out Of State Association 3

For master policy forms that were originally filed in a different state check the appropriate checkbox:

Original certificate filing was filed in SERFF. Original certificate filing was filed before SERFF.

Assumed Business 4

For forms that are from assumed business check the "Assumed" checkbox and enter the FEIN for the company the form is associated with in the textbox.

Assumed FEIN:

Please enter a partial or complete form number to begin search. The results will appear in the grid with the corresponding filing number.
Select each form by clicking in the checkbox next to the form(s), then click the button "Add".
Do this for each form affected by this filing.

Search By: 5

Begins With Contains

Form Number(s)
"Form search resuts will be listed here."

Search

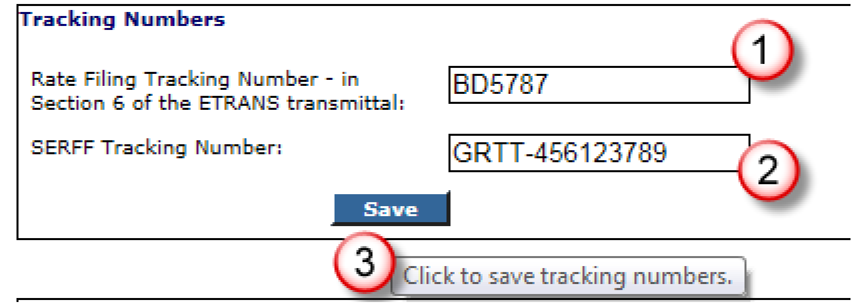
Add

Policy Filing & Form Tracking Number(s)
"No forms have been selected."

1. The page is separated into two sections: “Tracking Numbers”;
2. “Company Form and Filing Numbers”; which has three different areas;
3. “Out of State Association”
4. “Assumed Business”
5. A search area and a grid that will display the forms selected.

Tracking Numbers

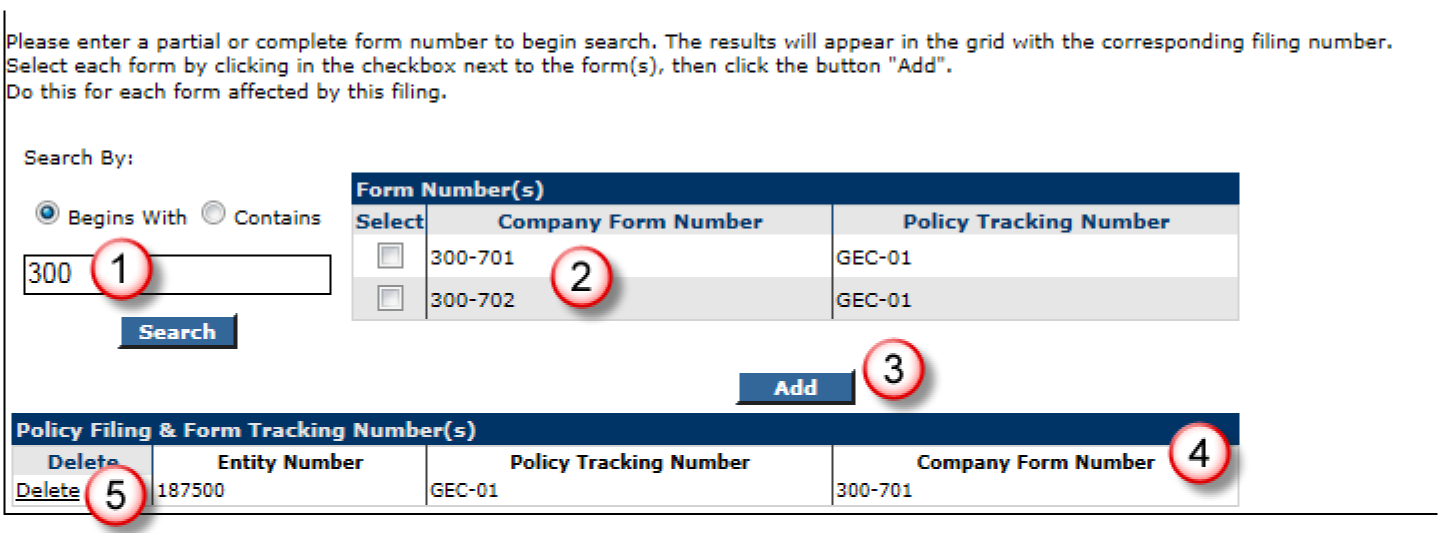
The tracking numbers are saved separately from the Company Form and Filing Numbers.



1. The rate filing tracking number is required.
2. The SERFF tracking number is required.
3. Clicking the “Save” button will save both numbers to the database.

Company Form and Filing Numbers

For rate filings that are not from “Assumed Business” or an “Out of State Association” will use the “Search” functionality to find and select the forms whose rates are being changed.

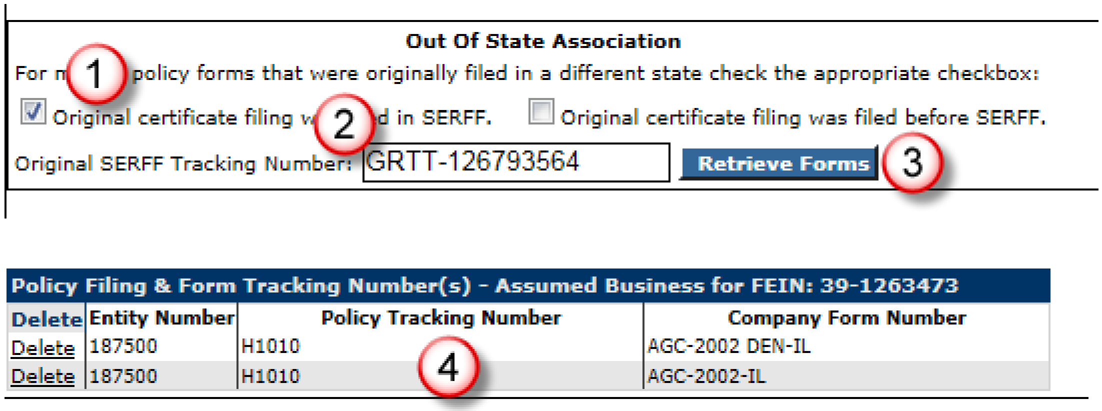


1. Here we searched on a form beginning with “300”.
2. The results are displayed in a grid. Here you click the checkbox for the forms you want.
3. Then click the “Add” button.
4. The form and its associated tracking number are added to the grid and database.
5. If you make a mistake a select the wrong form; click the delete link and it will remove the form.

Out of State Association

For master policy forms that were originally filed in a different state you can provide the original SERFF tracking number and retrieve the forms from SERFF.

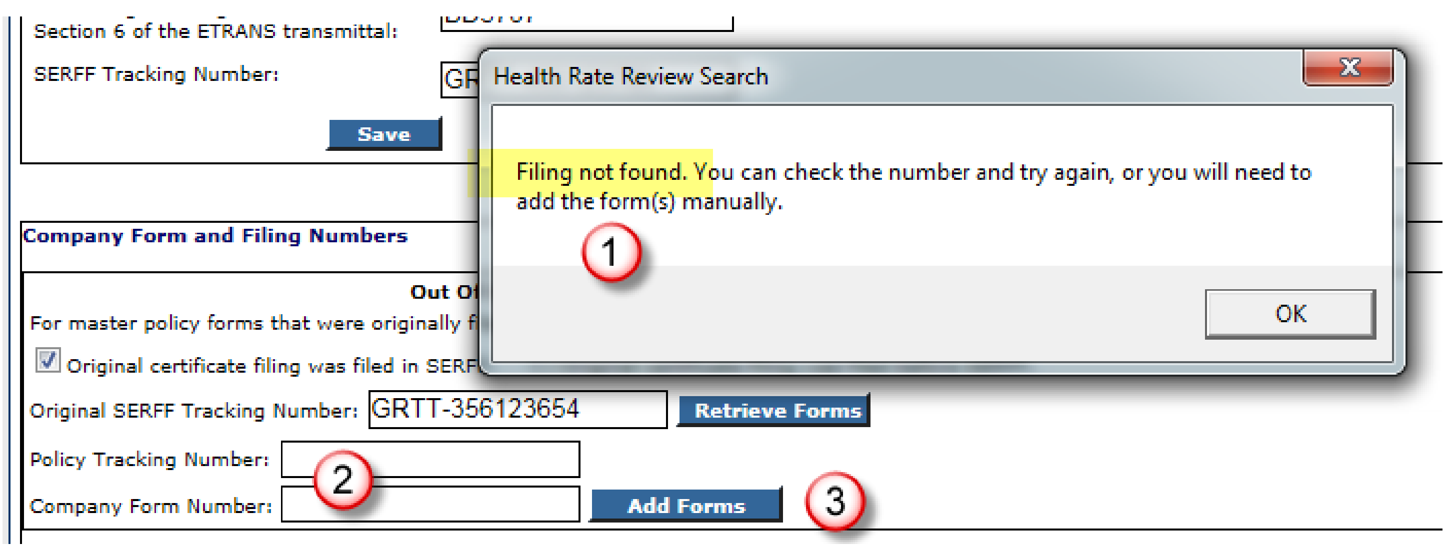
Original Certificate was filed in SERFF



1. If the original certificate filing was in SERFF click the checkbox.
2. Enter the SERFF Tracking number of the original certificate filing.
3. Click the "Retrieve Forms" button. This will attempt to download the forms from SERFF.
4. If successful, the forms from SERFF will appear in the grid.

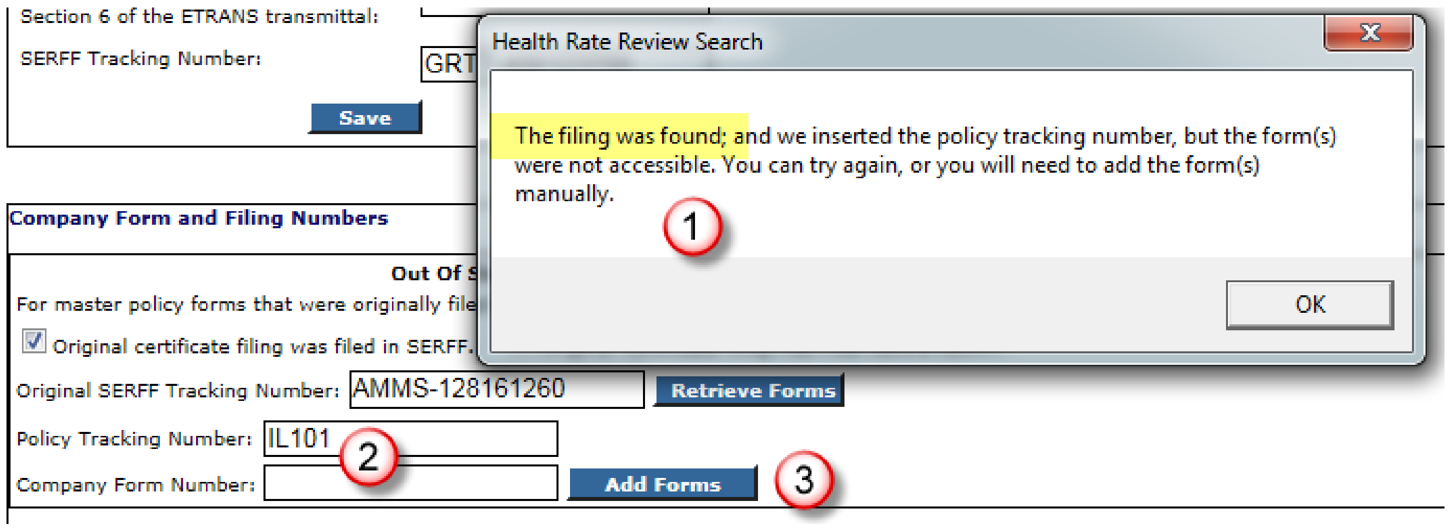
**** If not successful there are a couple of scenarios:**

1. A filing may not be found, this could be due to an error in SERFF tracking number, or there was no original certificate filing done in Illinois. If a filing cannot be found then you will be prompted to enter the policy tracking numbers and form numbers manually.



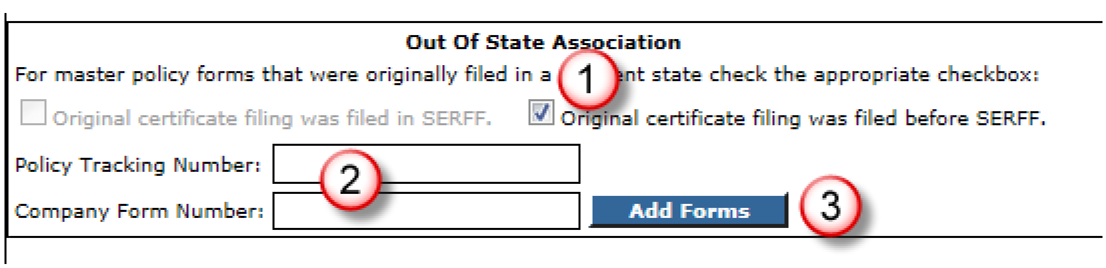
1. Dialog states that the "Filing was not found"
2. You can fill in the Policy tracking number and Company form number
3. Then click the "Add Forms" button.

2. A filing may be found but the forms were not entered into the original form in the correct place or at not at all, in this case the policy tracking number will be inserted into the Policy tracking number textbox and you will only need to provide the Company form numbers manually.



1. Dialog states the “Filing was found” but the form(s) were not accessible.
2. The Policy tracking number “IL101” was inserted from SERFF, only the Company form number need to be added.
3. Then click the “Add Forms” button.

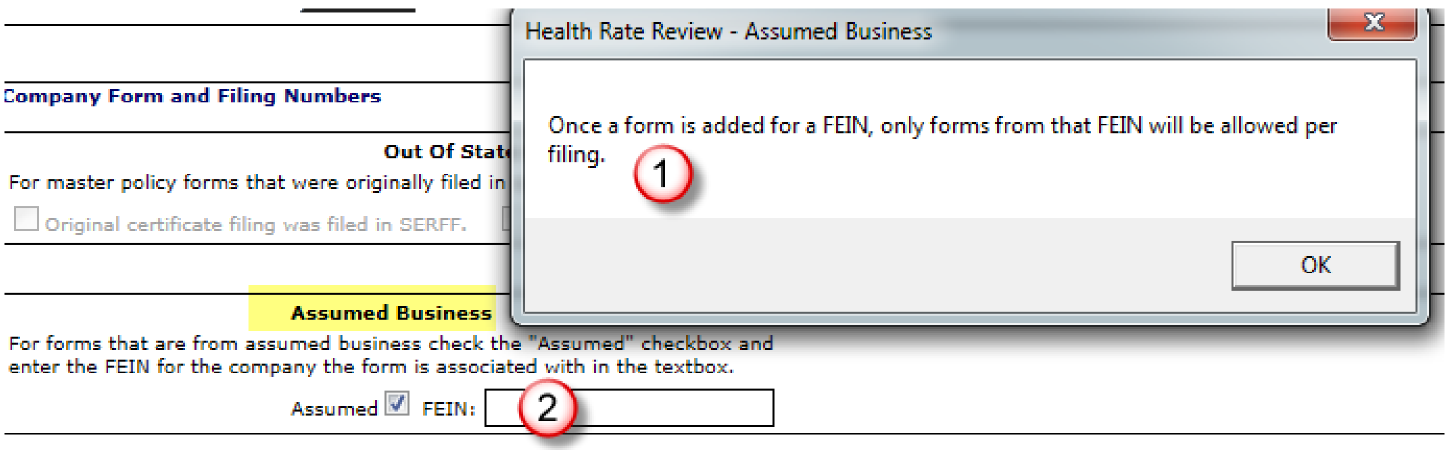
Original Certificate was filed before SERFF



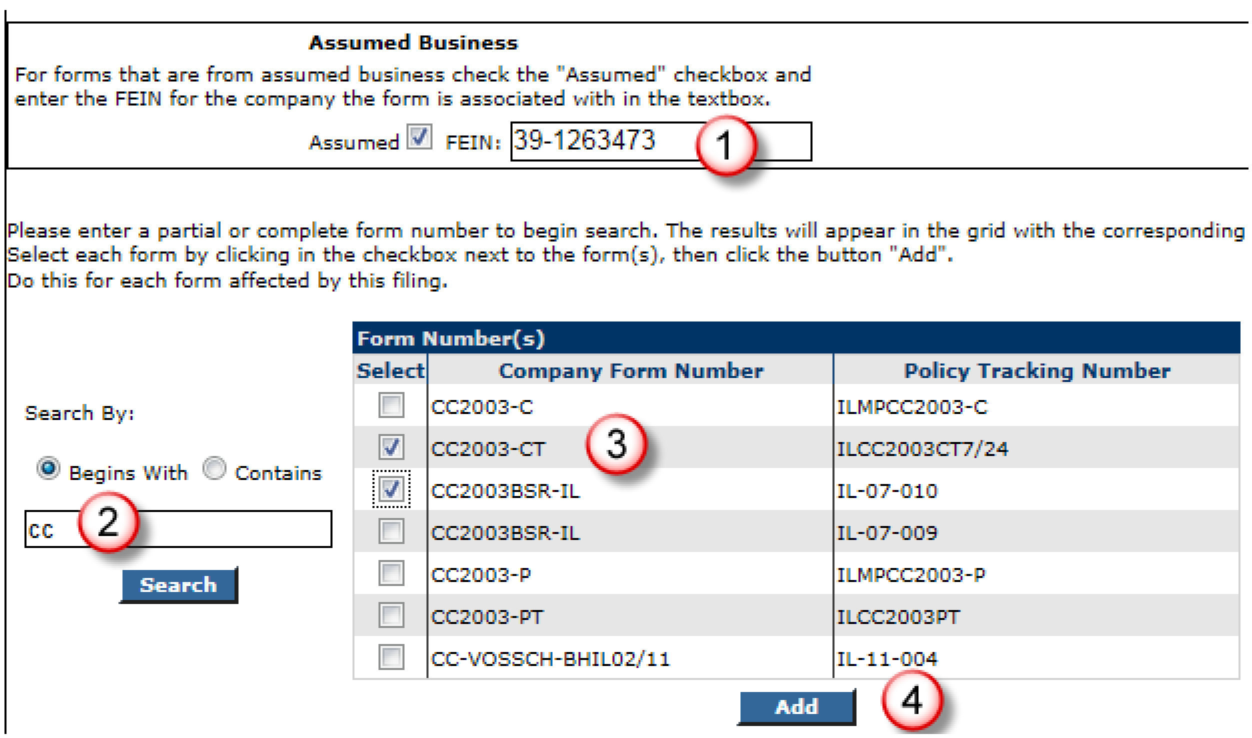
1. If the Original certificate filing **<u>was filed before SERFF</u>**, click that checkbox.
2. You will need to provide both the Policy tracking and Company form numbers.
3. Then click the “Add Forms” button.

Assumed Business

For forms that are from "assumed business" you can provide the FEIN for the company the forms are associated with and then perform a search.



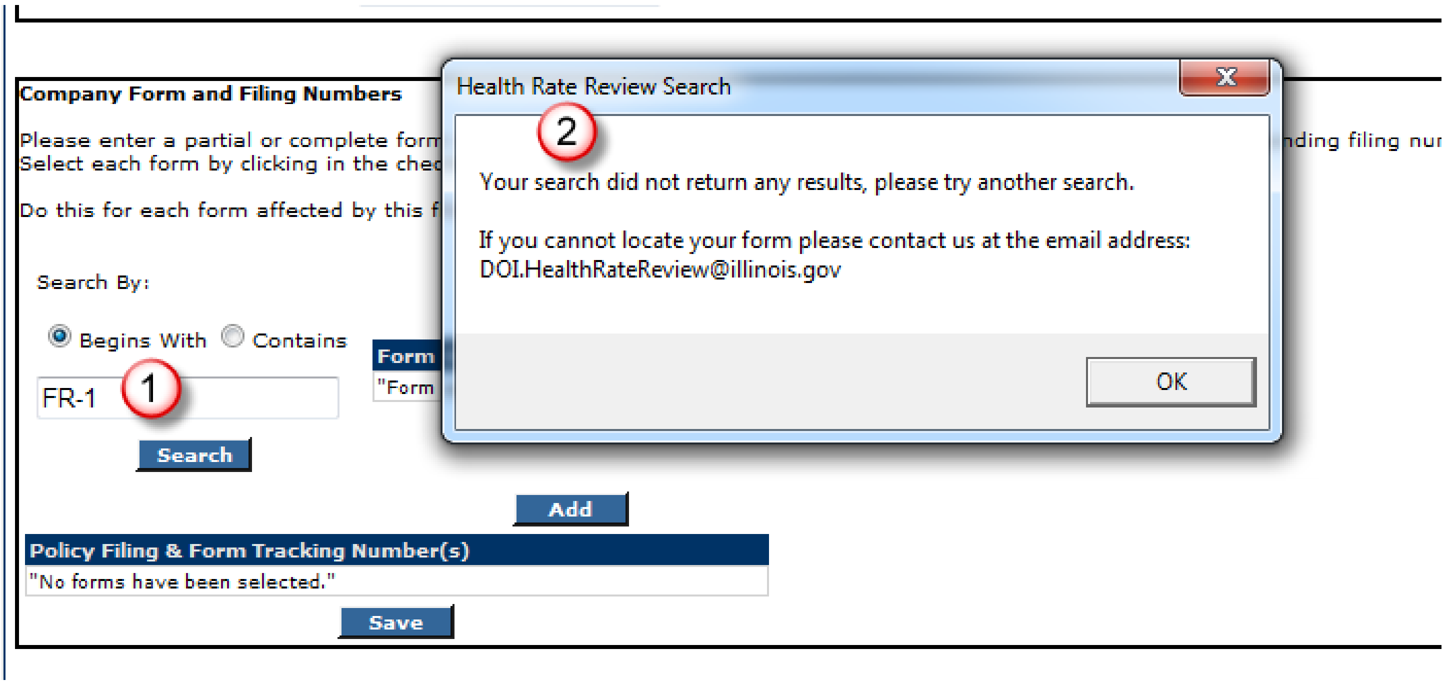
1. Checking "assumed business" will display a message – you can only add forms for one FEIN per filing.
2. Type in the FEIN of the company you want to search for the form(s).



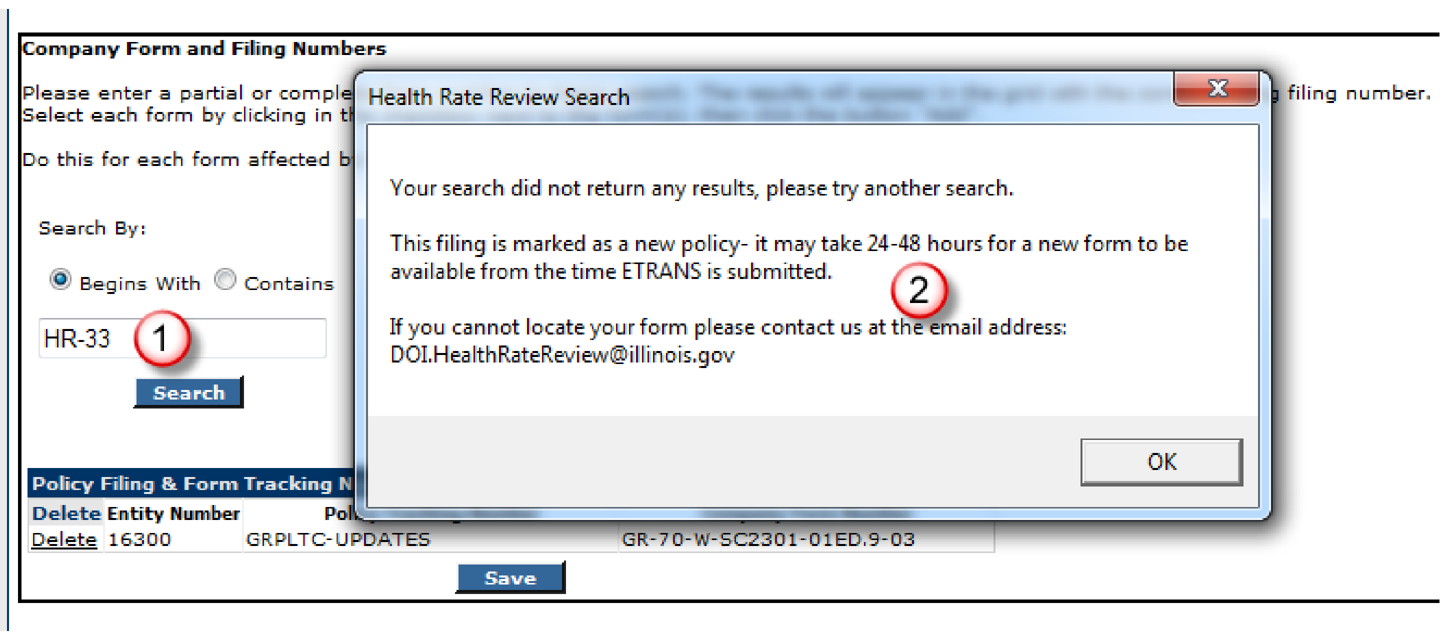
1. Type in the FEIN of the company you want to search for the form(s).
2. Type in the criteria to search on.
3. The results will display in the grid. Click the checkbox next to the form(s) you want to add.
4. Click the "Add" button.

Search Errors

If no results are found you will receive the following error box:



1. Here we searched on a form starting with “FR-1” and no results were found.
2. You can continue to try and search for the form. If you are sure of the form number and cannot find it you will need to contact DOI at the email in the message box above.



1. Here we searched on a form starting with “HR-33” and no results were found.
2. In this case the error box is telling us that this filing is a “New Policy” and that it may take 24-48 hours for our form to be available. If after that time frame you still cannot find your form you will need to contact DOI.